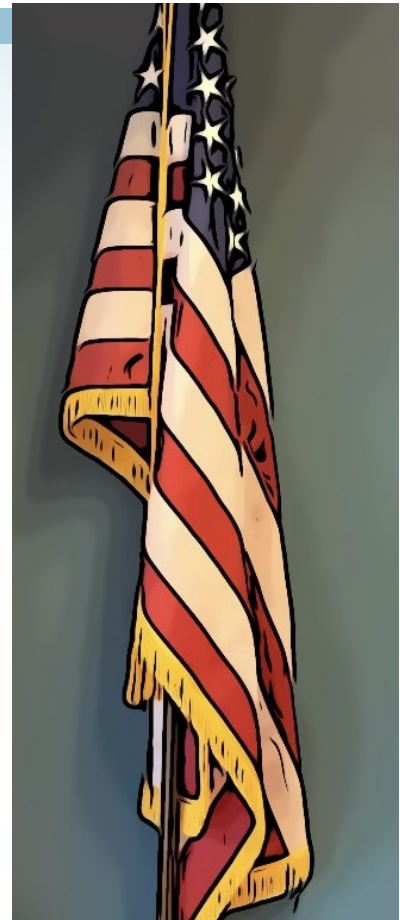
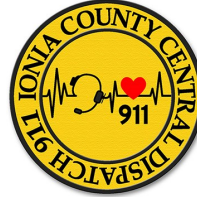


# Monthly Report

## September Activity

- 911 Calls— **1752**
- Administrative Calls— **5179**
- Text to 911— **11**
- 911 Hang up Calls— **27**
- Calls for Service Processed— **3181**



## Unit Responses / Activities

- Law Enforcement— **2315**
- Fire— **368**
- EMS— **591**

## Priority/Higher Volume Calls for Service Received

- |                                |                             |
|--------------------------------|-----------------------------|
| Ambulance Transport— 93        | Assault— 16                 |
| Burglary— 11                   | Civil Dispute— 76           |
| CSC— 16                        | Disorderly Conduct— 75      |
| Domestic Assault— 29           | Fire All Other— 51          |
| Fraud— 32                      | General Assist— 155         |
| Health & Safety Animal— 103    | Juvenile Complaints— 64     |
| Larceny— 46                    | MDOP— 31                    |
| Medical Priority 1— 238        | Medical Priority 2— 61      |
| Medical Priority 3— 115        | Mental Health Related— 44   |
| Non-Criminal— 45               | Phone/Internet Harass— 28   |
| Personal Injury Accident— 20   | Property Damage Accident—87 |
| Structure Fire— 5              | Suspicious Situations— 234  |
| Traffic Offense All Other— 181 | Traffic Stops— 849          |
| Tree Down— 16                  | Trespassing— 28             |
| Vehicle Fire— 8                | Verbal Domestic— 15         |
| Weapons Offense— 3             |                             |

## Special Programs Available

Smart 911— Share Medical Information with your 911 call.

[Smart911.com](http://Smart911.com)



What 3 Words— App that provides location information to a 10 meter square.

[What3words.com](http://What3words.com)



## Ionia County Central Dispatch

**Mission:** To enhance the quality of life in Ionia County for all people, providing professional, efficient, courteous, and responsive public safety communications.

**Vision:** To be the example for other Public Safety Dispatch Centers providing exceptional service.

**Our Values: D.I.S.P.A.T.C.H.E.R.**

**D. Detail-oriented:** Able to pay close attention, notice the minor details.

**I. Innovative:** Share new ideas that can improve ICCD for the better, embrace change.

**S. Strong Work Ethic:** Consistently performing our job to the best of our ability.

**P. Professionalism:** Communicating respectfully, effectively, and appropriately leading by example.

**A. Adaptability:** Flexibility, responding effectively to changes or various situations.

**T. Teamwork:** Work together toward a collective goal with good communication, patience, and dedication.

**C. Caring:** Feeling or showing concern for or kindness to others.

**H. Honesty:** Uprightness, fairness, truthfulness, sincerity, or frankness in communications and deeds.

**E. Empathy:** Connecting with someone, sensing people's emotions or feelings.

**R. Respectful:** Being appreciative, considerate, polite and gracious to all those we serve and serve with.

## Ionia County Central Dispatch

545 Apple Tree Drive  
Ionia MI 49946

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

Director: Lance Langdon, ENP  
(616) 527-5611 llangdon@ioniacounty.org

Office Manager: Cathi Brodbeck  
(616) 522-0911 cbrodbeck@ioniacounty.org

Supervisor: Kevin Booth  
(616) 527-5613 kbooth@ioniacounty.org

Supervisor: Mike Ketchum  
(616) 527-5612 mketchum@ioniacounty.org

FOIA Requests - 911 Records Only  
Form available at: <http://ioniacounty.org/foia>

Send or Email to:  
CentralDispatch@ioniacounty.org

# Agency Individual Responses / Activity

Belding Fire—**63**

Berlin-Orange Fire— **37**

Clarksville Fire— **17**

Freeport Fire— **0**

Hubbardston Fire— **8**

Ionia Department Public Safety Fire— **101**

Lake Odessa Fire— **40**

Lyons-Muir Fire— **10**

Orleans Fire—**14**

Pewamo Fire— **7**

Portland Fire— **9**

Ronald Fire— **14**

Saranac Fire— **39**

Sunfield Fire— **9**

Life EMS— **479**

Portland EMS— **112**

Animal Control— **32**

Belding Police— **336**

Department of Natural Resources Law— **2**

Ionia County Sheriff's Office— **845**

Ionia Department Public Safety Law— **342**

Lake Odessa Police— **53**

Michigan State Police— **536**

Portland Police— **201**

## Central Dispatch Activity

-911 Field Day being Scheduled for October 12th. (Formerly Open House)

-Supervisor Kevin Booth named as APCO, Association of Public-Safety Communications Officials, Dispatch Supervisor of the Year for Michigan. Award to be given at APCO meeting In Frankenmuth MI, Oct. 27, 2022